



I/3 – Human Resources Module Frequently Asked Questions

October 7, 2005

1. Why have we decided to delay implementation of the HR module?

A number of considerations made this decision appear best for the State, among them are:

- The I/3 support organization continues to expand its program for supporting user agencies, responding to agency priorities, and addressing issues. In fact, just this past Labor Day weekend, after 8 months of effort, the team completed a significant software upgrade which brought the production system up to a newer baseline version. This will enable the team to improve system performance, resolve user issues, assist in knowledge transfer, and implement additional functionality over the coming months. These efforts will have a significant positive impact on existing I/3 users; however, given limitations on available resources, pursuing these priorities as well as undertaking a major HRM implementation simultaneously would have been risky, if not unrealistic.
- One of the future priorities for the I/3 team will be implementation of the Vendor Self Service (VSS) capability. Vendor Self Service will be designed to improve the procurement process and implement a procurement best practice: electronic registration, notification and electronic RFP's.

VSS will provide:

- On-line vendor registration,
- Automatic notification of bid opportunities,
- On-line submission of bid responses from vendor, and
- Conversion of a manual process of tabulating the vendor's responses to an electronic process.
- The State's recruiting system needs to be replaced, but the recruiting self service capability planned with I/3 can be implemented on a standalone basis, even if the rest of HR is delayed.
- In assessing the State's other payroll/personnel systems, these systems can continue to support the State's needs for the next couple of years without significant problems or issues.

- During the HR suspension period, CGI-AMS will continue to incorporate functionality into the product baseline that I/3 implementation analysis has determined is required for Iowa operations. Resuming the HR implementation when these product improvements are complete will reduce project risk and timelines since less software modification will be necessary.

2. What does the letter of agreement with AMS do?

- It maintains a positive relationship with AMS
- It does not alleviate their current responsibilities for already launched modules – budget, finance and procurement. This includes:
 - a) Vendor Self Service and Portal Implementation
 - b) Additional support to meet performance criteria and running systems assurance reports
- Provides opportunity for the limited State staff to accomplish additional tasks associated with the implementation of the first modules:
 - a) Implementation of processes that were delayed until post implementation – future document triggering, accrual accounting
 - b) Work on additional process improvements with departments as well as with centralized processes
 - c) Process changes to use less paper, more imaging or electronic documentation
- Provides a legal framework for the State and CGI-AMS to delay the HR implementation while preserving the State's ability to resume the implementation at a future point. The letter prescribes terms that will be formalized through contractual amendment and that provide for:
 - Implementation of an HR component, recruiting self service, on a standalone basis which is needed by the State and will not be deferred;
 - Protection of the State's right to resume the HR implementation, through June 2008, based on the HR implementation plan and supporting cost structure as devised by the I/3 project team;
 - Protection of the State's HR license and provision for a State role in the ongoing design/evolution of the Advantage HR product during the suspension period;
 - Development of a deliverable, an HR Transition Document, that will aggregate and document HR project work to-date to provide a smooth suspension and, more importantly, enable an effective resumption in the future.

3. How much have we paid AMS to date?

- \$6.4 million out of a \$11.8 million dollar contract
- Additional amounts will be paid to cover:
 1. Functionality yet to be delivered in Finance
 2. Retainage amounts
 3. Amounts to be paid on the HR project for work completed or in progress

- 4. What is the long term cost to proceed with the HR module if a future Governor decides to proceed?**
- CGI-AMS cost would be estimated between \$3 – \$5 million
 - State costs would be estimated between \$1.5 – \$2 million
 - It should be noted that we have done much background work on the HR project: defining requirements, identifying modifications needed, identifying existing and new processes, identifying reports, etc. If this information is updated in the interim period, we could potentially save both time and money when the project is restarted.
- 5. What are the short term costs to delay the HR module and to use our existing payroll system? :**
- \$422,000/fiscal year: estimated mainframe costs to keep the old HRIS/payroll system operational
 - \$360,000/fiscal year: additional staff to support the old HRIS/payroll system as staff skills needed will be different than the rest of I/3 modules until I/3 HR could be implemented.
 - From the CGI-AMS perspective we will be completing a transition document which is an additional \$75,500. Otherwise, there are no costs to the suspension (note: CGI-AMS contract has a provision for “termination costs,” but they have avoided incurring any, so this doesn’t apply).
- 6. Has AMS delivered on all of the contractual requirements included in the budget, finance and procurement modules?**
- Remaining items are noted in question 2 of this document. This includes Vendor Self Service, portal, and meeting performance criteria as the main items.
- 7. What is the proposed I/3 rate for ‘07?**
- The proposed I/3 rate for FY 2007 is an agency-specific allocation of costs based on a number of factors. The allocation was developed as follows:
 - a) The costs of the I/3 system were divided amongst the functional areas within I/3: Financial, Budget and H/R Payroll.
 - b) Allocation of costs of I/3 H/R-Payroll were based on the number of employees.
 - c) Allocation of costs for I/3 Financial and Budget were based on the weighted average of a number of fundamental I/3 measures.
- 8. What resources will be used by agencies to cover I/3 cost?**
- No additional expense will be incurred by agencies for FY07.

9. What is our current process to resolve complaints from customers regarding I/3 functionality?

- Problems/Questions about the system – users call the ITE Help Desk if they are experiencing I/3 system problems (can't get in, printer doesn't work etc.). Those calls are routed to I/3 technical staff. If users have functional questions, they call the appropriate SME for resolution.
- Issues – When users have ideas for enhancements, and/or believe the system should work a different way, they send their ideas to the I/3 Program Manager, Lori McClannahan (Lori.McClannahan@iowa.gov; 515-281-3206), who accumulates and categorizes suggestions by functional area. Each functional area has a User Group who prioritizes issues based on their wants and needs. The lists of priorities by functional area will be evaluated by the technical and functional Program Managers to be prioritized based on user requests, criticality and staffing levels. Users will be kept informed of the status of issues. NOTE: The User Groups have met, but the prioritization and communication back has not been implemented because all are working on the upgrade. This is true for time-consuming issues as well as the enhancements.